Pcounter Administrator Reports Generator User Manual

For Pcounter for Windows version 2.50 upwards

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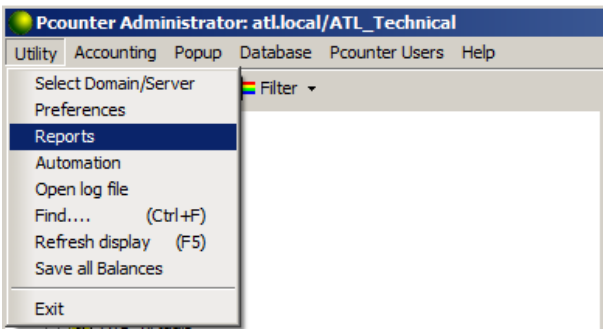
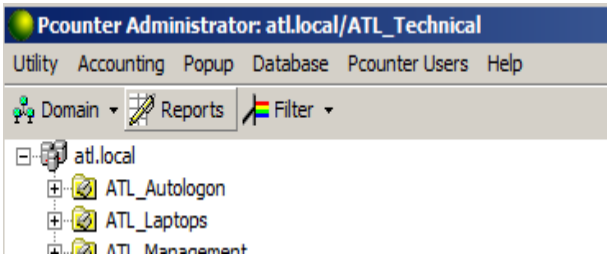
1. Introduction to the Pcounter Administrator Reports Generator

Pcounter includes a powerful report generator that allows you to create and view general or specific reports on printer activity.

To access the report generator, open **Pcounter Administrato**r (default location on the Print Server of **Start** > **Programs** > **Pcounter for Windows** > **Pcounter Administrator**) and choose either:

- **Utility** > **Reports** from the menu OR
- Press the **Reports** button on the main toolbar



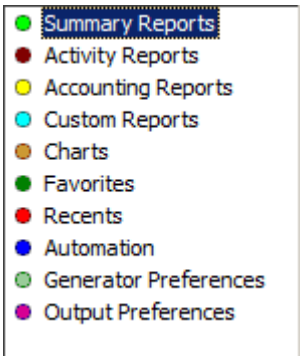


The report generator can create a number of different report types that compare two or more recorded job attributes over a specified date range, with specified filtering options.

2. Common Controls

There are a number of features which are common to multiple tabs in the Report Generator. These will be described here:

2.1 NAVIGATION BAR



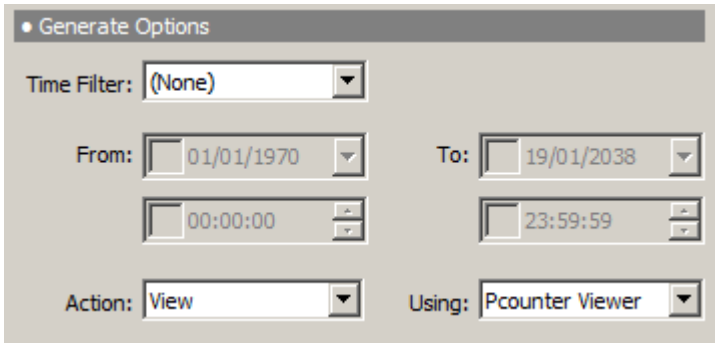
The navigation bar lists the different available tabs in the generator, each of which will be explained in more detail later in this document

2.2 CONTROL BUTTONS

The **Generate** button produces a report with the current settings.

The **Close** button will close the Report Generator and return to **PAdmin**

2.3 GENERATE OPTIONS



The **Generate Options** section of a tab allows you to set time parameters for the report you are running using the **Time Filter**.

The default setting is **(None)**, which will take into account *all data in the currently selected logs*.

The filter can be set to pre-defined time periods such as last week, yesterday, this month etc… It can also be set to any time and date by selecting **Custom** from the control and using the associated **From** and **To** time and date controls.

The **Action** and **Using** menus allow you to choose what you wish to do with the report you are about to run, and in what format. Reports can be Viewed, Saved, Printed or E-mailed. Depending on the selected Action, you will have a number of possible formats which include HTML, CSV, Excel, XML, Pcounter Viewer and more.

Please Note: If **E-mail** is selected from the Action menu, it will embed the report in the body of an e-mail using the default mail client on the machine. If there is no mail client you will not be able to use this feature.

Please Note: If **Excel** is selected from the Using menu, Excel must be installed on the machine. If Excel is not installed you will not be able to use this feature.

2.4 REPORT OPTIONS

Please Note: The **Report Options** vary slightly on each tab. The standard options are discussed here, any differences or extra option are explored in the relevant section

The Report Options allow you to include or exclude certain information or results from a report.

The **Primary Field Filter** allows you to narrow the results by entering a specific value and only showing results where the Primary field either **Matches**, **Contains**, **Starts with** or **Ends with** this value. For instance, for a Printer primary field, a filter of **Contains Brother** will return only the results where the printer name contains "Brother". The Primary Field is the field listed first in the report type you have chosen.

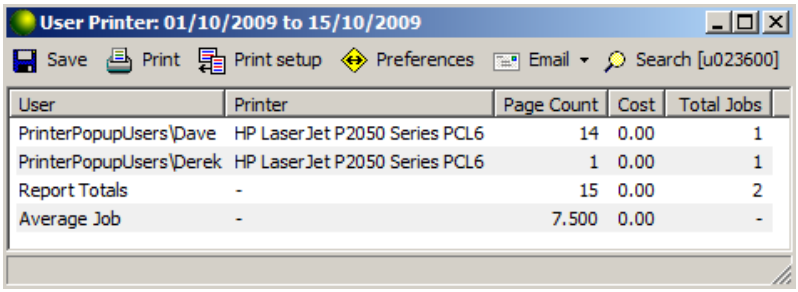
Please Note: The Primary Field Filter is not case sensitive

The check-boxes allow the choice of whether to display certain attributes with this report.

- **Colour usage** will display a breakdown of the colour and mono pages printed
- **Job Type** describes whether the job was a Print or a Copy job

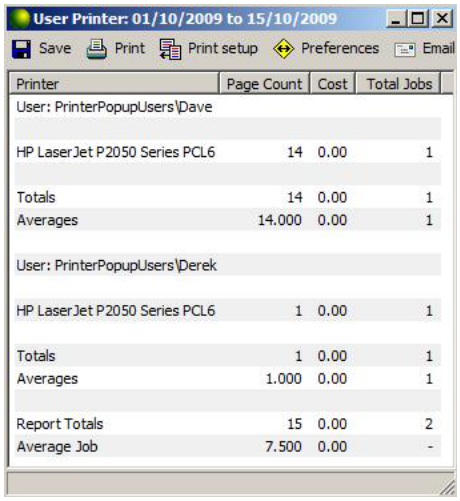
- **Print/Copy Jobs Only** displays only jobs who's type is Print or Copy
- **Subgroups** (only available on some reports) provides a breakdown for each match on the primary field filter and totals for these as well as grand totals, for instance:

Subgroups Off



User	Printer	Page Count	Cost	Total Jobs
PrinterPopupUsers\Dave	HP LaserJet P2050 Series PCL6	14	0.00	1
PrinterPopupUsers\Derek	HP LaserJet P2050 Series PCL6	1	0.00	1
Report Totals	-	15	0.00	2
Average Job	-	7.500	0.00	-

Subgroups On

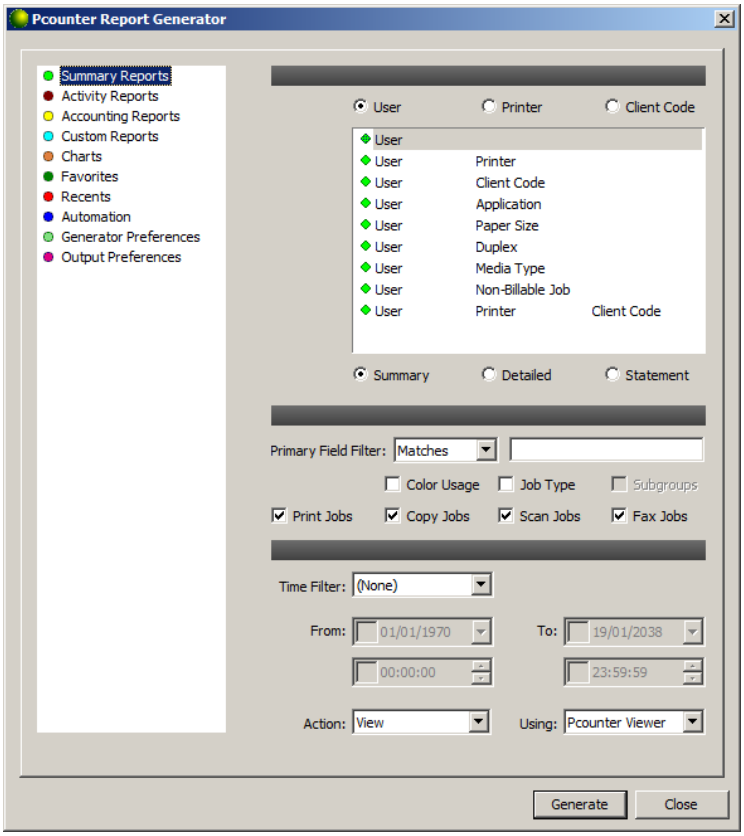


Printer	Page Count	Cost	Total Jobs
User: PrinterPopupUsers\Dave			
HP LaserJet P2050 Series PCL6	14	0.00	1
Totals	14	0.00	1
Averages	14.000	0.00	1
User: PrinterPopupUsers\Derek			
HP LaserJet P2050 Series PCL6	1	0.00	1
Totals	1	0.00	1
Averages	1.000	0.00	1
Report Totals	15	0.00	2
Average Job	7.500	0.00	-

For a User by Printer report without subgroups, the number of jobs that each user has done on each printer is displayed with a grand total.

With subgroups on, each user/printer is separated into their own section with totals for the section.

3. Summary Reports



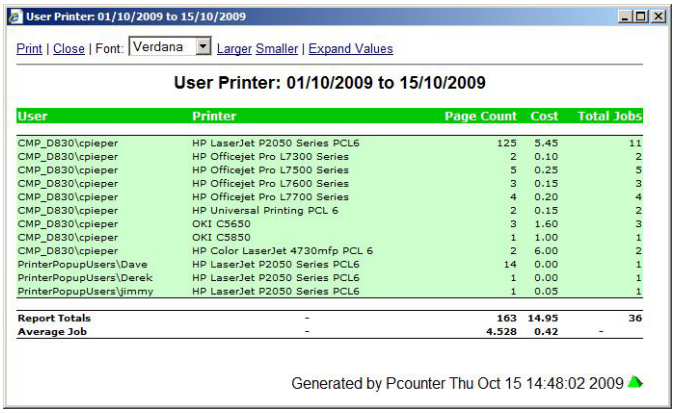
Summary Reports is the standard report option for producing Pcounter reports. It allows you to create reports that list and compare the User, Printer or Client Code for logged print jobs with one other recorded job attribute. For instance, you might generate a report that displays print activity from all users, sorted by printer, or a report that displays printer activity from all printers, sorted by Client Code.

Double-clicking a report type in the **Report Type** control will run the report, as well as clicking the Generate button.

3.1 REPORT FORMATS

For the **Summary Reports** type (as well as for **Custom Reports**, discussed below), you may select from three button options that control the format: **Summary**, **Detailed**, and **Statement**.

The **Summary** option simply reports the total number of jobs for each user by printer, listing the total page count and cost.

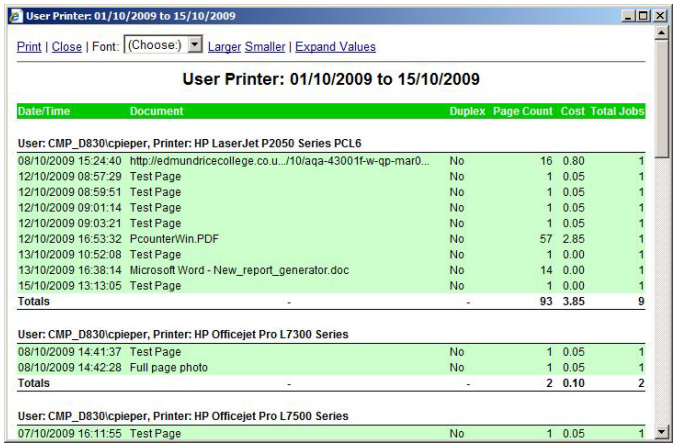

User Printer: 01/10/2009 to 15/10/2009

Print | Close | Font: Verdana | Larger Smaller | Expand Values

User Printer: 01/10/2009 to 15/10/2009

User	Printer	Page Count	Cost	Total Jobs
CMP_D830\cpieper	HP LaserJet P2050 Series PCL6	125	5.45	11
CMP_D830\cpieper	HP Officejet Pro L7300 Series	2	0.10	2
CMP_D830\cpieper	HP Officejet Pro L7500 Series	5	0.25	5
CMP_D830\cpieper	HP Officejet Pro L7600 Series	3	0.15	3
CMP_D830\cpieper	HP Officejet Pro L7700 Series	4	0.20	4
CMP_D830\cpieper	HP Universal Printing PCL 6	2	0.15	2
CMP_D830\cpieper	OKI C5650	3	1.60	3
CMP_D830\cpieper	OKI C5850	1	1.00	1
CMP_D830\cpieper	HP Color LaserJet 4730mfp PCL 6	2	6.00	2
PrinterPopupUsers\Dave	HP LaserJet P2050 Series PCL6	14	0.00	1
PrinterPopupUsers\Derek	HP LaserJet P2050 Series PCL6	1	0.00	1
PrinterPopupUsers\jimmy	HP LaserJet P2050 Series PCL6	1	0.05	1
Report Totals	-	163	14.95	36
Average Job	-	4.528	0.42	-

Generated by Pcounter Thu Oct 15 14:48:02 2009


User Printer: 01/10/2009 to 15/10/2009

Print | Close | Font: (Choose:) | Larger Smaller | Expand Values

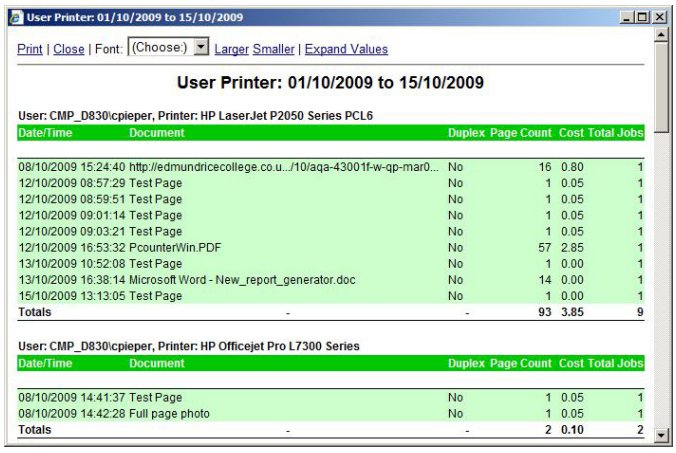
User Printer: 01/10/2009 to 15/10/2009

Date/Time	Document	Duplex	Page Count	Cost	Total Jobs
User: CMP_D830\cpieper, Printer: HP LaserJet P2050 Series PCL6					
08/10/2009 15:24:40	http://edmundricecollege.co.u.../10/aqa-43001f-w-qp-mar0...	No	16	0.80	1
12/10/2009 08:57:29	Test Page	No	1	0.05	1
12/10/2009 08:59:51	Test Page	No	1	0.05	1
12/10/2009 09:01:14	Test Page	No	1	0.05	1
12/10/2009 09:03:21	Test Page	No	1	0.05	1
12/10/2009 16:53:32	PcounterWin.PDF	No	57	2.85	1
13/10/2009 10:52:08	Test Page	No	1	0.00	1
13/10/2009 16:38:14	Microsoft Word - New_report_generator.doc	No	14	0.00	1
15/10/2009 13:13:05	Test Page	No	1	0.00	1
Totals	-	-	93	3.85	9
User: CMP_D830\cpieper, Printer: HP Officejet Pro L7300 Series					
08/10/2009 14:41:37	Test Page	No	1	0.05	1
08/10/2009 14:42:28	Full page photo	No	1	0.05	1
Totals	-	-	2	0.10	2
User: CMP_D830\cpieper, Printer: HP Officejet Pro L7500 Series					
07/10/2009 16:11:55	Test Page	No	1	0.05	1

The **Detailed** option provides a line-by-line account of the fields that you select for the report. For instance, if User A has printed a number of jobs on a specific printer, the Detailed Report will list and summarize information *for each of the jobs, individually.*

The header line, displaying the Date/Time, Document, Page Count, Cost, etc... titles) appears only once, at the top of the report.

The **Statement** option displays the same information as the Detailed Report, except that the header line is repeated for each primary field item in the report.


User Printer: 01/10/2009 to 15/10/2009

Print | Close | Font: (Choose:) | Larger Smaller | Expand Values

User Printer: 01/10/2009 to 15/10/2009

User: CMP_D830\cpieper, Printer: HP LaserJet P2050 Series PCL6

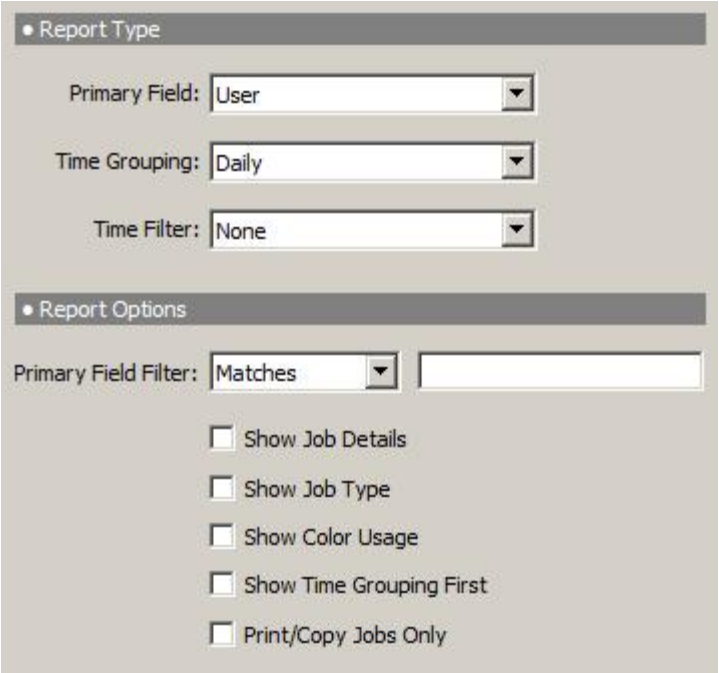
Date/Time	Document	Duplex	Page Count	Cost	Total Jobs
08/10/2009 15:24:40	http://edmundricecollege.co.u.../10/aqa-43001f-w-qp-mar0...	No	16	0.80	1
12/10/2009 08:57:29	Test Page	No	1	0.05	1
12/10/2009 08:59:51	Test Page	No	1	0.05	1
12/10/2009 09:01:14	Test Page	No	1	0.05	1
12/10/2009 09:03:21	Test Page	No	1	0.05	1
12/10/2009 16:53:32	PcounterWin.PDF	No	57	2.85	1
13/10/2009 10:52:08	Test Page	No	1	0.00	1
13/10/2009 16:38:14	Microsoft Word - New_report_generator.doc	No	14	0.00	1
15/10/2009 13:13:05	Test Page	No	1	0.00	1
Totals	-	-	93	3.85	9

User: CMP_D830\cpieper, Printer: HP Officejet Pro L7300 Series

Date/Time	Document	Duplex	Page Count	Cost	Total Jobs
08/10/2009 14:41:37	Test Page	No	1	0.05	1
08/10/2009 14:42:28	Full page photo	No	1	0.05	1
Totals	-	-	2	0.10	2

Please Note: To set what fields appear in each type of report see **12. Output Preferences**

4. Activity Reports



Activity Reports allows a report with a more granular breakdown of time than any of the other report types.

Similar to the Summary reports you can set the **Primary field** to User, Printer or Client code.

Time Grouping allows you to control the time breakdown of the report. Jobs can be grouped by time hourly, daily, weekly, monthly or yearly.

The **Time filter** control is similar to the standard time filter control in that it only returns results that match specific time criteria. However, there are a number of unique time options available here such as Weekends, Weekdays, Business Hours (9-5), and School Hours (9-3). This filter can be used in conjunction with the standard time filter.

Show Job Details, when ticked, generates the equivalent of a **Detailed** report (see **3.1 Report Formats**). With this unchecked any Activity report generated will be a **Summary** report. The fields included by Show Job Details can be customized on the Output Preferences tab (see **12. Output Preferences**).

Show Time Grouping First will change the Primary field to be the time filter selected rather than what is shown in the Primary Field control. For instance, with this selected, a report will show User by Time, rather than Time by User:

Time Grouping First

User

Date: 07/10/2009

CMP_D830\cpieper
PrinterPopupUsers\jimmy

Total Activity
Average Daily Activity

Date: 08/10/2009

CMP_D830\cpieper

Total Activity
Average Daily Activity

Time Grouping Not First

Date

User: CMP_D830\cpieper

07/10/2009
08/10/2009
12/10/2009
13/10/2009
14/10/2009
15/10/2009
23/10/2009
27/10/2009

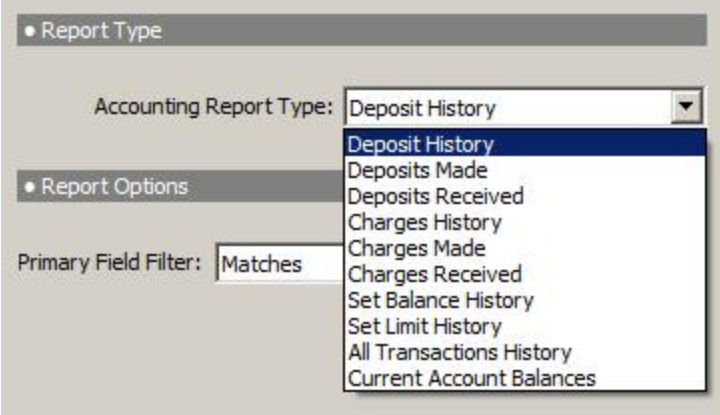
Total Activity
Average Daily Activity

User: PrinterPopupUsers\Dave

15/10/2009

5. Accounting Reports

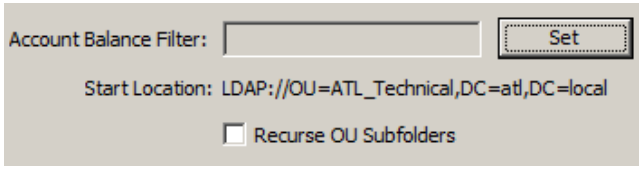
This option allows you to create accounting reports to display Deposit History (+ Deposits Made or Received), Charges History (+ Charges Made or Received), Set Balance History, Set Limit History, All Transactions History, and Current Account Balances.



The **Accounting** reports read all balance transactions in the Pcounter log, so report on any changes made to balances through 3rd party software or hardware devices, as well as through **Pcounter Administrator**.

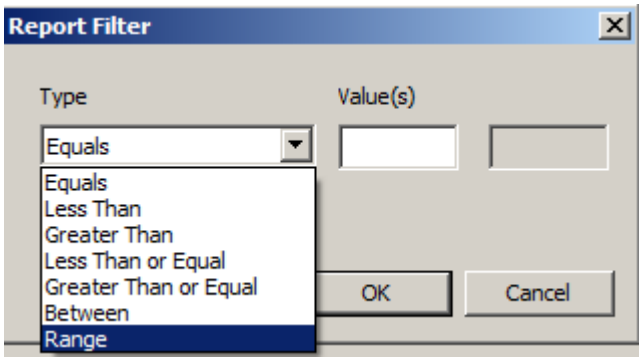
For the **Deposit** and **Charge** reports a **Detailed** check box is available to include further fields in the report. To set the fields that appear in these reports see **12. Output Preferences**

5.1 CURRENT ACCOUNT BALANCES



The **Current Account Balances** report has an extra control, the **Account Balance Filter**. This allows you to apply a filter using standard mathematical symbols.

Clicking the **Set** button shows the **Report Filter** popup which allows you to set the filter.

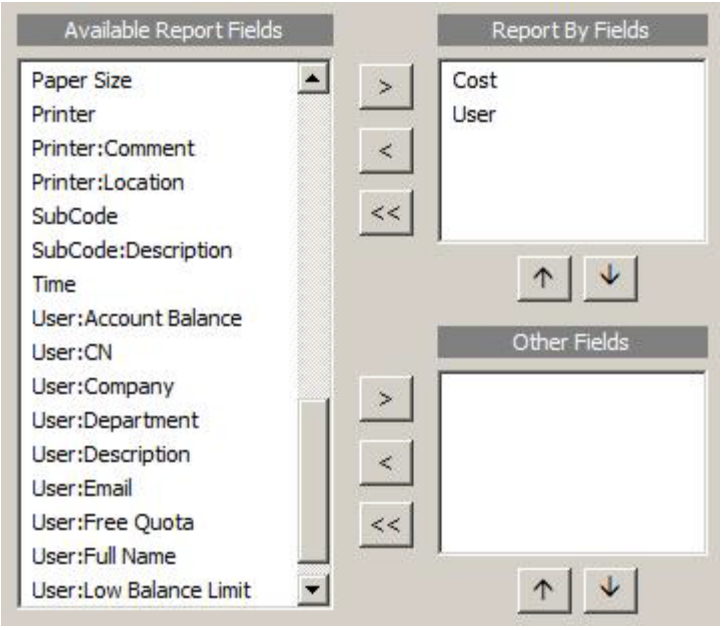


The **Start Location** for the report is detailed under the control. This will display the currently selected OU back in PAdmin. To change this, close the report generator and select the relevant OU in PAdmin.

The **Recurse OU Subfolders** checkbox when selected will take into account every container between the domain root and the currently selected OU. When not selected the search will only take into account the currently selected OU. The OU it takes into account is the one selected in PAdmin when the Report Generator was opened, so to change the OU close the generator and select the correct one.

6. Custom Reports

This option allows creation of custom reports sorted by multiple search criteria.



Please Note: In order for a Custom Report to run successfully there must be at least one entry in both the **Report By Fields** and the **Other Fields** controls.

Please Note: For an explanation of each available field please see **Appendix A**.

To create a Custom Report select the fields you would like to report by in The **Available Report Fields** control and press the upper "**>**" button to move them over to the **Report By Fields** control. Now select the other fields you would also like to display alongside this data and press the lower "**>**" to move them over to the **Other Fields** filter control.

The "**<**" buttons remove the currently selected field from the Other or Report lists, whereas the "**<<**" removes all fields from the associated list. The selected fields can be re-ordered by using the up and down arrow buttons to move field up and down in the list. Other Fields will be displayed in the report in top-to-bottom order as they are displayed in the list.

6.1 CUSTOM REPORTING TIPS

The Custom Report Generator is a very powerful tool when used correctly. Here are some tips to help get the best out of it.

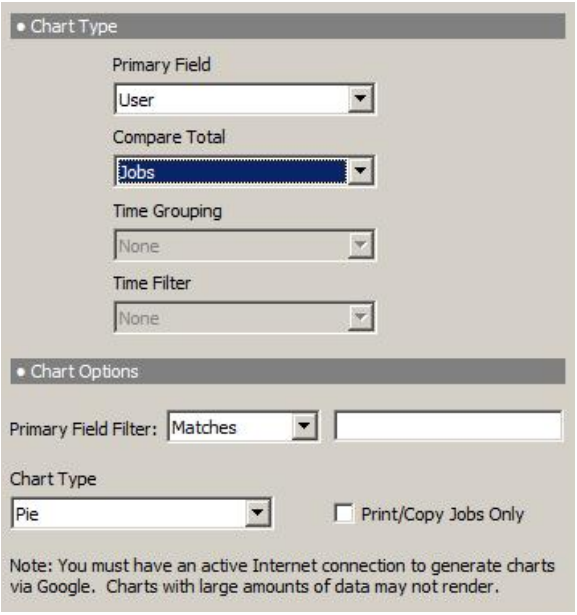
- Fields in the Report By Fields list denote the fields that the report is broken down by, for instance:
  - A report with fields User: Printer will display totals for each user on each printer; each section will report each job printed by a particular user on a particular printer
- The Other fields denotes the fields that will be displayed with each entry in the report, for instance
  - If using the User: Printer as report by again, entering Date/Time and Cost into the Other Fields will show the date/time and cost of every job printed, by user and printer
- It is not recommended to have any more than 3 entries in Report By Fields list as the break down will be too granular to make it easily accessible
- Many Other fields will not display correctly if a **Summary** report is selected. A **Detailed** or **Statement** report is recommended to get maximum information from

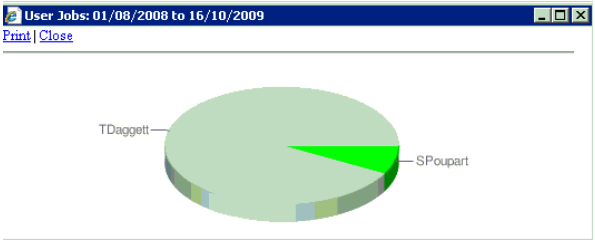
the report (see **3. Summary Reports** for an explanation of the differences between the report styles)

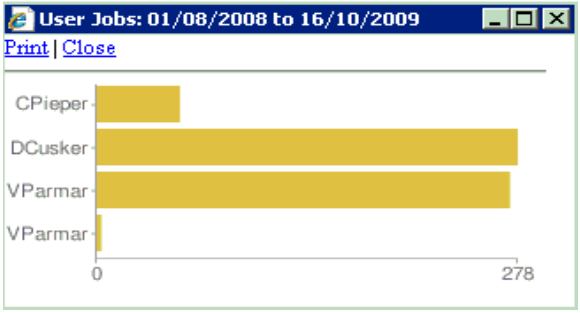
- **Filters** can be set on each selected field in either Report… or Other… lists by double-clicking the field. A | character can be used as a Boolean OR between patterns to match multiple patterns

7. Charts

The **Charts** tab allows the users to generate charts using Google Charts. Consequently, the chart generator requires an active Internet connection.







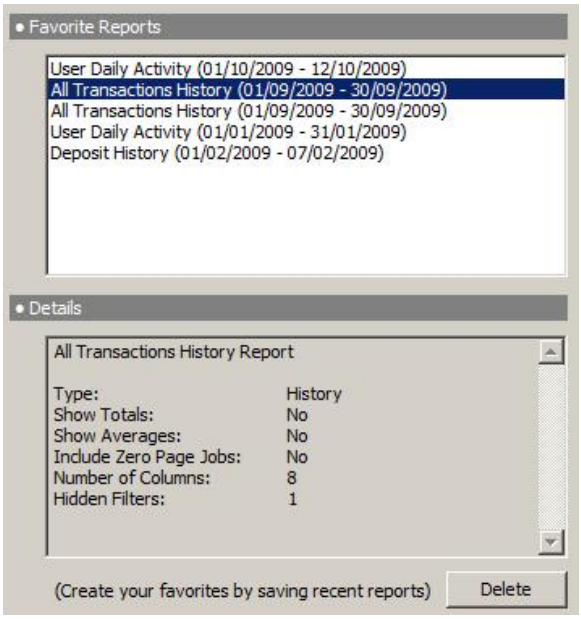
The **Primary Field** can be set to **User**, **Printer** or **Client Code**.

The **Compare Total** control allows you to choose between the following fields: **Jobs**, **B&W Pages**, **Colour Pages**, **Page Count**, **Job Size**, **and Cost**.

The **Chart Type** control offers the choice between either a **Pie** or a **Bar** chart.

8. Favourites

Favourites show all reports that have been saved by clicking the **Add Favourite** button on the **Recent** tab (See **9. Recents**). The **Details** box lists the characteristics of the currently selected report. Each report can be deleted by pressing the **Delete** button.


Favorite Reports
User Daily Activity (01/10/2009 - 12/10/2009)
All Transactions History (01/09/2009 - 30/09/2009)
All Transactions History (01/09/2009 - 30/09/2009)
User Daily Activity (01/01/2009 - 31/01/2009)
Deposit History (01/02/2009 - 07/02/2009)
Details
All Transactions History Report
Type: History
Show Totals: No
Show Averages: No
Include Zero Page Jobs: No
Number of Columns: 8
Hidden Filters: 1
(Create your favorites by saving recent reports)
Delete

Please Note: Favourites saved with specific time filters will always report on that time filter. If no time filter is set the report will run on the current log file settings (see **11. Generator Preferences**). For instance:

- Saving a report with a filter of 01/01/09 to 31/01/09 will *always* return that range's results
- Saving one with filter of 'This Month' will always return the current months.

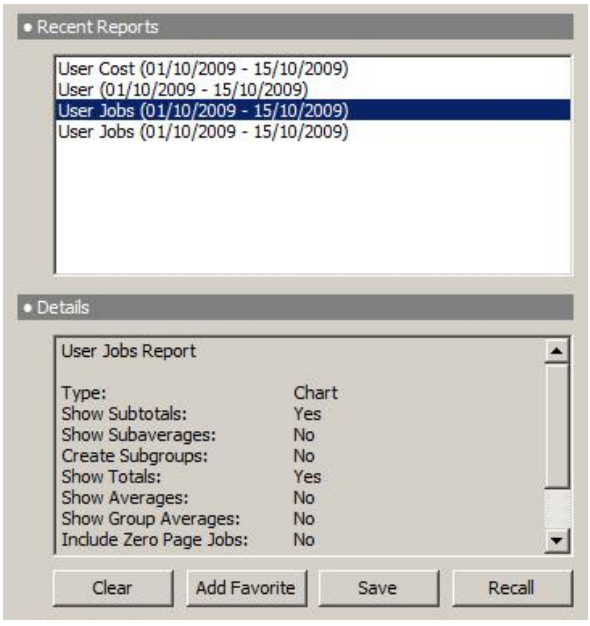
However, regardless of the actual filter used, the date range is always displayed with the name.

9. Recents

This screen shows a list of recently generated reports. If you highlight a report in this list, there are four available options

- **Clear**. This removes the currently selected report from the list
- **Add Favourite**. This will add the currently selected report to the **Favourites** tab
- **Save**. This saves the currently selected report
- **Recall**. This will generate the currently selected report again

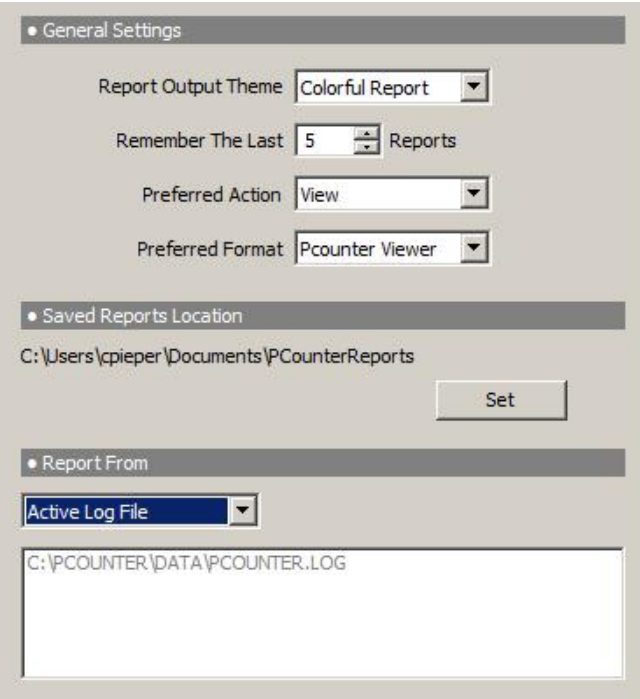
Any report that is saved will be saved to the location specified in **Saved Reports Location**. It will also be saved in the format specified in the **Preferred Format** control. Both of these options can be changed via the **Generator Preferences** tab (see **11. Generator Preferences**).



10. Automation

Automation is coming soon.

11. Generator Preferences



Generator Preferences allows you to set the defaults actions and preferences for all reports.

Report Output Theme offers a choice of pre-defined formats for reports, varying colours, fonts etc…

Remember the Last # Reports allows the user to set how many reports are stored on the **Recents** tab (see **9. Recents**)

Preferred Action allows you to change the default action performed when generating a report, from View, Email, Save or Print.

Preferred Format sets the default format that the report will be generated in. Choose from Pcounter Viewer, HTML, Web Browser and Excel.

Saved Reports Location shows the path to the location of any reports that are saved through **8. Favourites**. Clicking **Set** loads a separate window allowing the user to browse to a new location.

Report From allows the user set which Pcounter logs are to be queried for reports. The default for this is **Active log file**, which is the file that is currently being used by Pcounter. **Active log directory** takes into account all logs which are held in the same directory as the Pcounter Data folder (default C:\PCOUNTER\DATA). **Custom log file list** allows the selection of any number of specific files from any location. **Custom log directory** allows the selection of any specific directory and will take into account all log files in that directory.

The associated list box displays the file(s) or directory that is currently set.

Points to Note

- Report Output Theme only has an effect if the report format is either HTML or Web Browser
- The settings in Generator Preferences also affect all reports generated through any method in Pcounter, for instance a printer's quick print history (right-click > Print history)
- Reports cannot be generated from the Generator Preferences tab, the Generate button will be grayed out.

- With **Custom Log files list** selected use the associated **Add** and **Remove** buttons to edit the list.

12. Output Preferences

The options on this screen can be used to add or remove specific fields from all of the report types across all Report Generator tabs and also in any quick report.

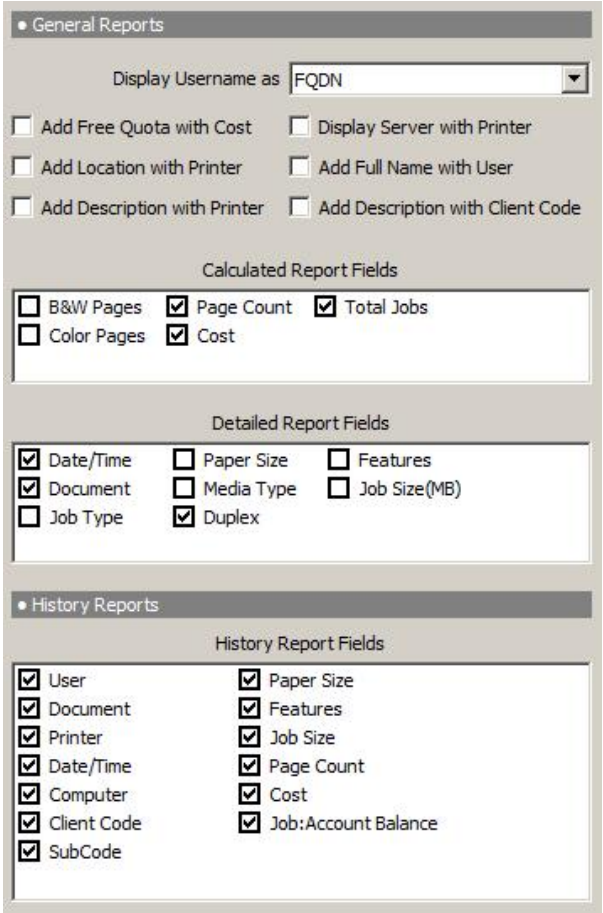
A number of these options will query AD to retrieve the information, such as **Printer Description** & **Location**, **User's Full Name**. As such, if this information is not set in AD the fields will be blank in the report.

Free Quota with Cost displays the user's current free quota balance assuming that the cost is also displayed.

Calculated Report Fields controls the fields which are included whenever a summary report is produced.

Detailed Report Fields controls the fields which are included in any Detailed or Statement report.

History Reports controls the fields which are shown when running a print history on either a user or a printer via PAdmin or PControl.



See **Appendix A** for an explanation of these fields if needed.

13. Pcounter Web Reporting (Pcounter version 2.53 upwards)

Pcounter Web Reporting is an HTTP CGI application, new to **version 2.53**, that allows access to a web based version of the Pcounter Report Generator. Key benefits of this are that any users can run their own reports should they wish, without being granted access to Pcounter Administrator. The application requires Microsoft's IIS running on the Pcounter Data Server.

Web Reporting has very similar functionality to the Pcounter Administrator Reports Generator. Consequently there is no value in explaining the usage here.

The set-up of the Web Reporting is very similar to the setup of the Pcounter Webclient CGI application. For that reason the installation and configuration is detailed in the guide **Web Client Installation Guide for IIS7 & Windows Server 2008** (available from http:// http://www.altman.co.uk/pdfs/PcounterWebclient-HowToGuide.pdf).

Appendix A. FAQ

Why has my report returned 0 results?

The most common reason for this is that the log file/directory selected in Generator Preferences does not contain any matches for the selected report/filter/time period. Try selecting a different setting. For instance, if it is set to Active log file, change to Active log directory and run the report again.

This is often seen at the start of the month when using a quick print history report on user or printer because the new log for the month contains no data for that user/printer.

Why does my report contain dashes "-" instead of the expected value?

A – character is used when the value returned for the field has no meaning in the context of the report. For instance, it is used on Summary reports for Other fields such as Time, because a summary (sub-total) of a collection of times is meaningless in such a report.

To resolve, change the report style to Detailed or Summary to see a breakdown of each job and the corresponding Other field.

When can I expect to see Automation in Pcounter Administrator Report Generator?

Soon!

Can I use Boolean operators in filters?

The | character can be used to represent an OR statement. No other Boolean operators are available.

Can I customize the colours/fonts etc… used on reports or charts?

There is a choice of a number of report colour schemes to choose from on the Generator Preferences tab however it is not possible to customize the colours and fonts used on reports or charts any further than this.

Can I customize the list of applications that are recognized by the report generator?

This is currently not possible.

Appendix B. Explanation of Custom Report Fields

- **Application**: The application that was used to print the job. If the application is not recognized by Pcounter this will read 'Other'. Pcounter matches the file extension to the application. See Appendix B1 for the full list of recognized applications.
- **B&W Pages**: Number of mono pages in the job/selection
- **Booklet**: Whether the job was printed in the driver's 'Booklet' setting
- **Client Code**: The client code logged by the job
- **Client Code: Description**: The description assigned to the selected client code
- **Colour**: A true/false value of whether the job was a colour job or not
- **Colour Pages**: Number of colour pages in the job/selection
- **Computer**: Workstation name that the job was printed from
- **Copies**: Number of copies in the job/selection
- **Cost**: The cost of the job/selection in currency or units depending on the settings used
- **Date**: Date the job was printed
- **Date/Time**: Date and time the job was printed
- **Day**: Weekday that the job was printed
- **Document**: The filename of the job
- **Duplex**: A true/false value of whether the job was a duplex job or not
- **Fax**: The Fax Number that a fax originated from
- **Features**: All of the following fields in list format: Copies, Job Type, Color, Color Pages, and Media Type.
- **Free Quota**: The cost of the job/selection in Free Quota. If the user's standard balance was used to cover the job this will read 0
- **Group**: Windows Security group
- **Job ID**: Numerical IDs assigned to jobs sequentially internally by the print server. Used in print job tracking
- **Job Size**: Size of the job/selection in bytes
- **Job Size (Mb)**: Size of the job in Mb
- **Job type**: Can be Print or Copy, assuming some method of monitoring copying is enforced
- **Job: Account Balance**: The value of a user's balance after this specific job had been printed
- **Last Balance**: The user's balance before the cost of the current job was taken into account
- **Media Type**: The kind of paper selected in the driver; for instance Plain, Letterhead etc…
- **Non-Billable Cost**: The cost of the job if it is recorded as non-billable using PPopup
- **Non-Billable Job**: A true/false value of whether the job is billable or not
- **Page count**: Total number of pages printed in job/selection. When job is a duplex job this should be taken to mean sides of paper
- **Pages Per Sheet**: Number of pages per sheet; useful for thumbnail printing
- **Paper Size**: Paper size for the job
- **Printer**: Full name of the printer in question
- **Printer: Comment**: The comment field from the printer properties
- **Printer: Location**: The location field from the printer properties

- **Subcode**: Client code subcode (also known as 'Matter number')
- **Subcode: Description**: Description of the subcode/matter number
- **Time**: The time the job was printed to the nearest second
- **User**: Username of the user who printed. The format of this can be edited in **Output Preferences**
- **User: Account Balance**: A user's current balance at the time of the report
- **User: CN**: The Active Directory Canonical name of the user who printed
- **User: Department**: The user's AD Department field
- **User: Description**: The user's AD Description field
- **User: Email**: The user's AD email address field
- **User: Free Quota**: A user's current free quota balance at the time of report.
- **User: Full Name**: The user's AD Full Name field
- **User: Low Balance Limit**: The low balance limit of the user in question
- **User: Title**: The user's AD Title field

Appendix B1. Applications Recognised by the Report Generator

This is a list of all the applications/file extensions recognized by Pcounter Report Generator. If an application/extension is not in this list the applications field will show as **Other**

- Adobe Illustrator .AI
- Adobe InDesign .INDD
- Adobe Photoshop .PSD
- ArcMap .MXD
- AutoCAD .DWG
- CorelDraw .CDR
- Crystal Reports .RPT
- Google Sketchup .SKB
- Image File *All standard image formats*
- Keyhole .KML
- MATLAB .M .MX .MEX
- Microsoft Access .MDB*
- Microsoft Excel .XLS*
- Microsoft InfoPath .XSN .XSF
- Microsoft Outlook .PST .OST .EML
- Microsoft PowerPoint .PPT*
- Microsoft Publisher .PUB*
- Microsoft Word .DOC*
- PDF Document .PDF
- PostScript Document .PS
- Text Document .TXT
- TurboCAD .TCW